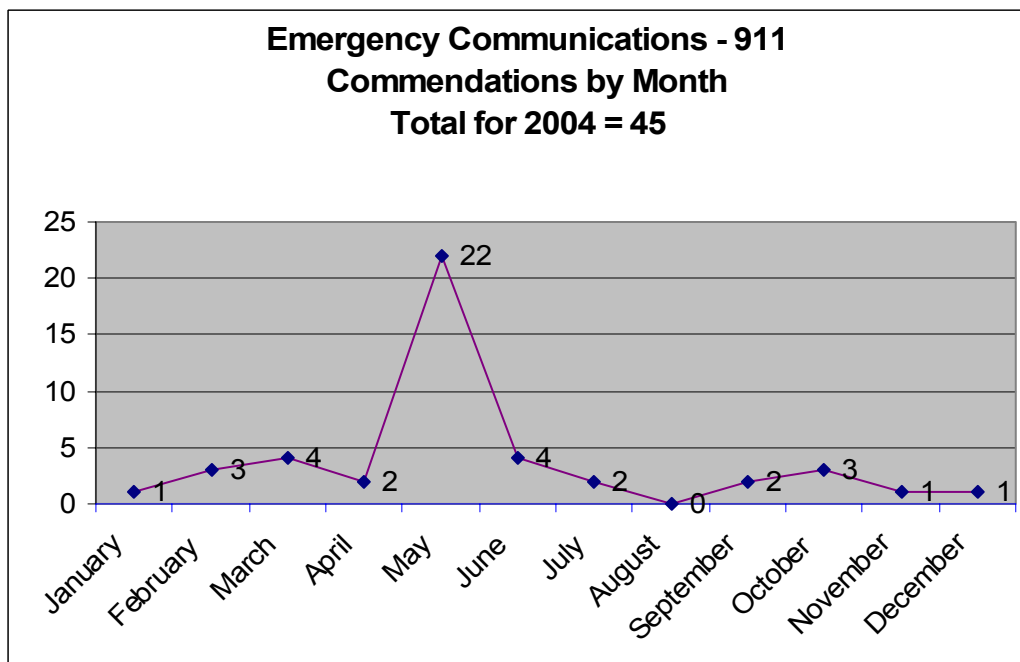


EMERGENCY COMMUNICATIONS CENTER ANNUAL ACTIVITY SUMMARY – 2004

	LAW ENFORCEMENT		FIRE/MEDICAL		COMBINED CALLS	
	Monthly	Cumulative Monthly	Monthly	Cumulative	Monthly	Cumulative Total
2004	Totals	Totals	Totals	Monthly Totals	Totals	of All Calls
January	24,768	24,768	1,795	1,795	26,563	26,563
February	25,550	50,318	1,564	3,359	27,114	53,677
March	26,746	77,064	1,493	4,852	28,239	81,916
April	27,081	104,145	1,600	6,452	28,681	110,597
May	27,102	131,247	1,797	8,249	28,899	139,496
June	27,894	159,141	1,722	9,971	29,616	169,112
July	28,261	187,402	1,772	11,743	30,033	199,145
August	28,144	215,546	1,629	13,372	29,773	228,918
September	27,129	242,675	1,920	15,292	29,049	257,967
October	27,076	269,751	1,670	16,962	28,746	286,713
November	24,550	294,301	1,517	18,479	26,067	312,780
December	25,410	319,711	1,579	20,058	26,989	339,769
TOTAL	319,711	319,711	20,058		339,769	

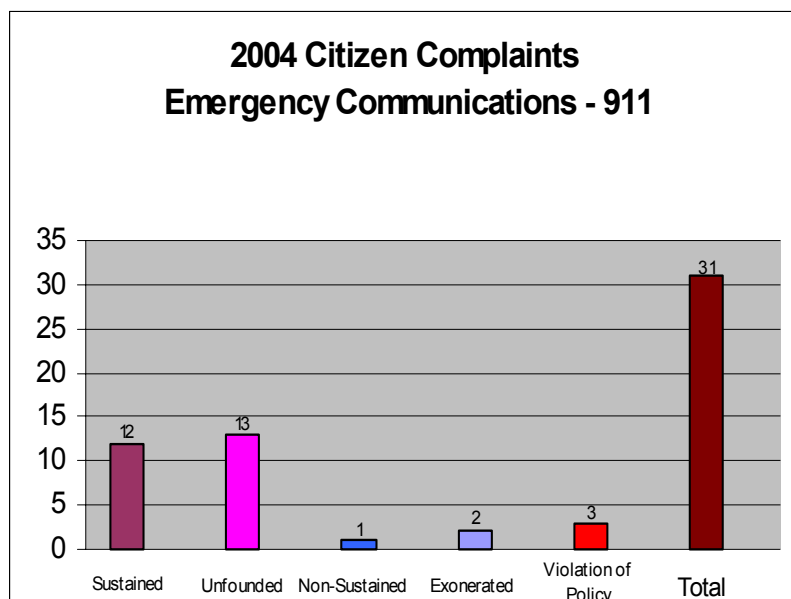
The Lincoln-Lancaster County 911 Center processes approximately one-half million emergency and non-emergency telephone calls per year. During the year **2004**, these telephone calls resulted in 160,077 calls for service from user agencies and citizen requests. Of these 160,077 calls for service, 911 Center personnel received 45 Commendations from Lincoln-Lancaster County Citizens, User Agencies and Internal Personnel.

The Lincoln-Lancaster County 911 Center professionally handles calls for service in the City of Lincoln, Lancaster County and a portion of six surrounding counties. The Communications Center provides ongoing continuing education opportunities for staff in order to maintain and enhance job performance.



All personnel are instructed as to the procedures in place to facilitate the handling of complaints and commendations in order to gain public confidence. A customer service survey is completed at a minimum of once per calendar year. The survey is designed to assist in gaining information on the level of satisfaction and how services may be improved. In addition, citizens may contact the Lincoln-Lancaster 911 Center with feedback or questions at any time, by telephone at 402-441-7005 or email through this website using the "Email Feedback Form."

The Emergency Communications received a total of 31 citizen complaints during 2004. Allegations of misconduct or error on the part of Communications Center personnel require a conclusion of fact. The findings of fact are listed below with the chart of complaints. Appropriate training and/or corrective action is taken for those complaints which qualify as "sustained" or "misconduct/error not based on complaint." The Lincoln-Lancaster County 911 Center prides itself on providing high quality customer service to those it serves. Your feedback is very important to us.



Sustained-The investigation has disclosed sufficient evidence to determine the complaint is substantiated.

Exonerated-The investigation has determined the incident did occur, but the employee involved acted properly in accordance with policy.

Non-Sustained-The investigation has been unable to substantiate the complaint. There was insufficient evidence to prove or disprove the allegation.

Unfounded-The complaint is false or not factual; the incident did not occur as reported and there was no misconduct/error.

Misconduct/error not based on Complaint-Substantiated employee misconduct not previously alleged in the complaint, but determined through the investigation.

Violation of Policy/Procedure-Minor violations generally unintentional or due to lack of experience or training.

Policy/Procedure Failure-The employee acted within policy or procedural guidelines, or the issue in question does not fall within the scope of existing policy or procedure. This situation indicates the need for review and change of appropriate procedures or drafting of new policies.